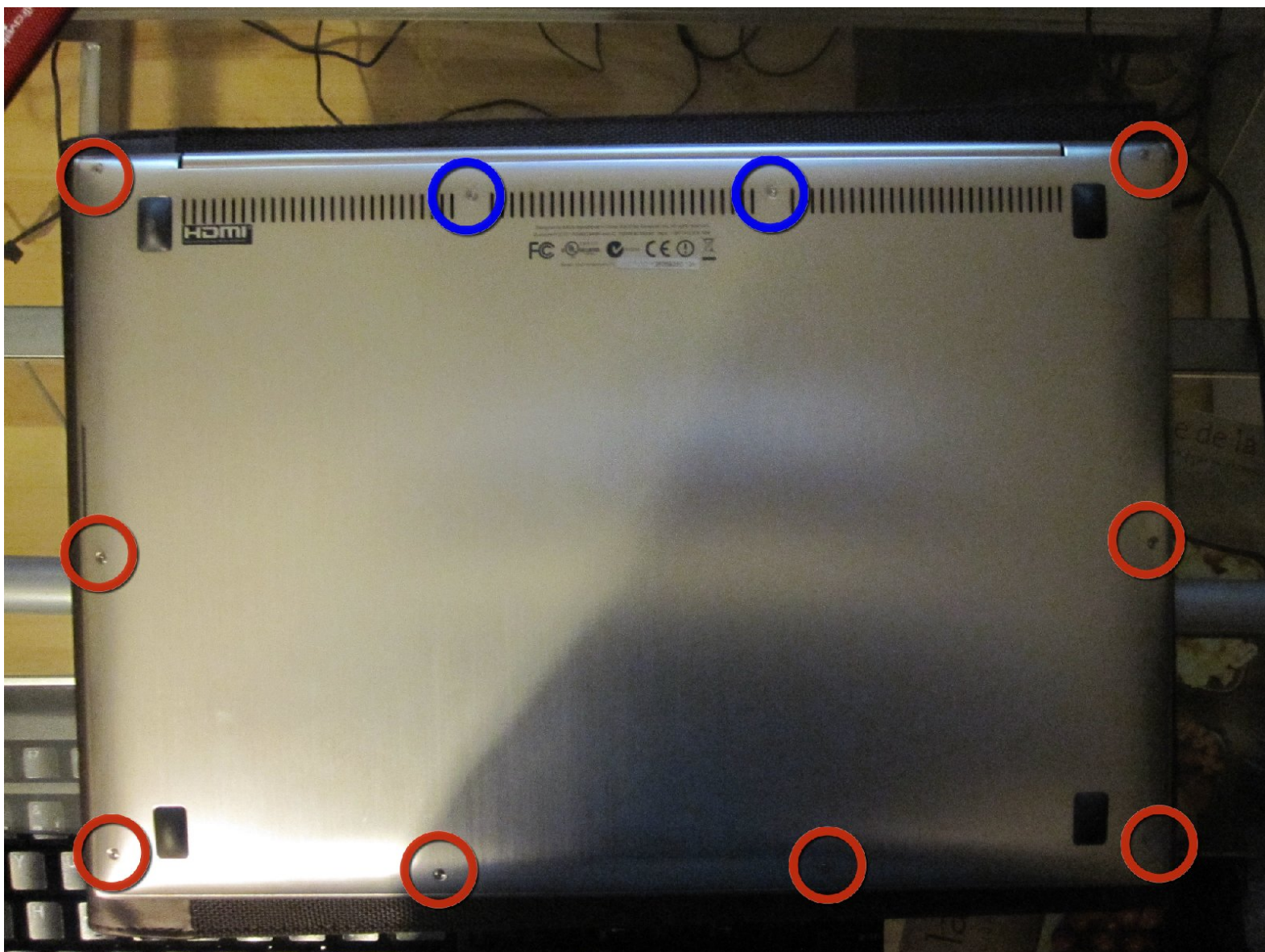




Unresponsive Keyboard Keys

Plug a loose keyboard cable in and secure it to regain keyboard function.

Written By: Francis



INTRODUCTION

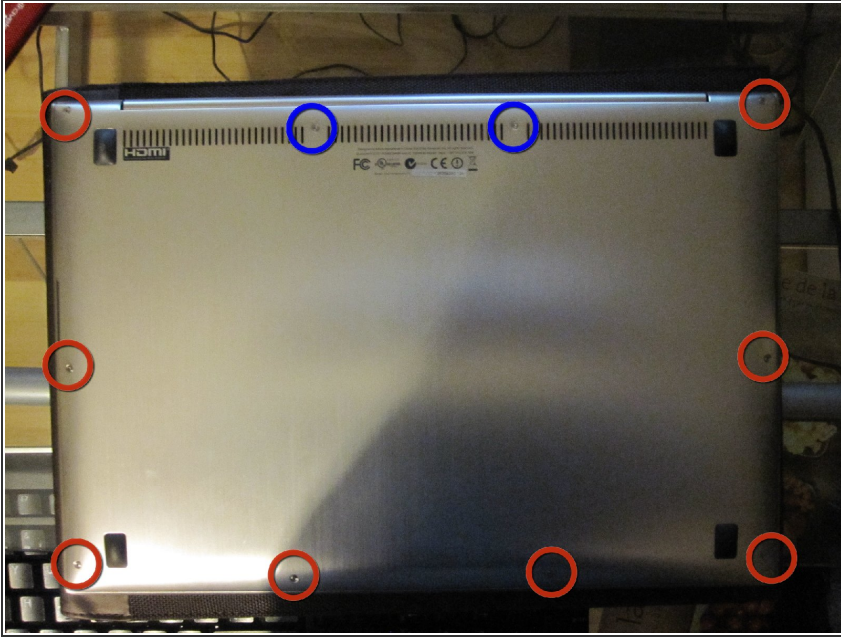
After a few weeks of use, some keys of my Zenbook keyboard became unresponsive. Strangely it was vertical rows of keys. After opening the laptop I saw that the keyboard cable was unlocked from it's connector, here is how I fixed it.



TOOLS:

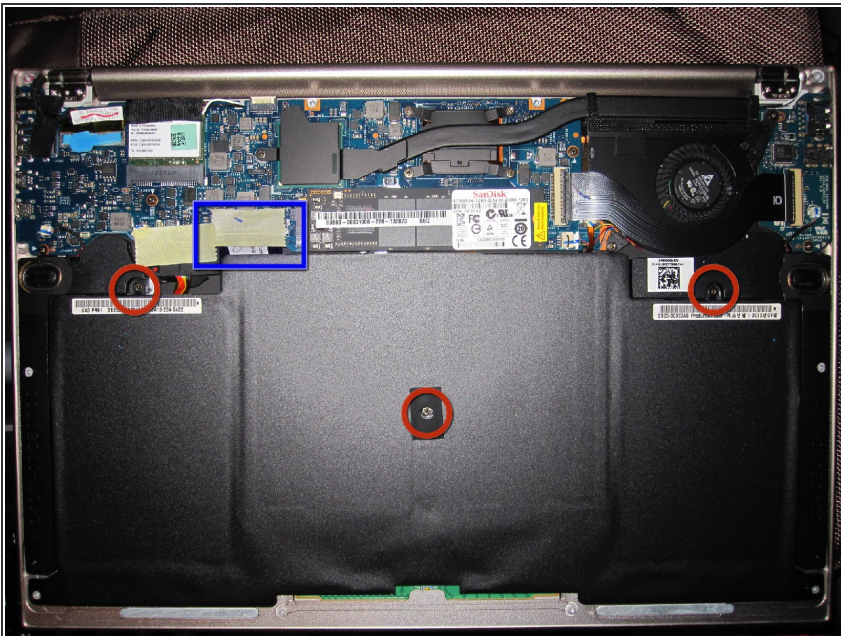
- [Phillips #1 Screwdriver](#) (1)
 - [T5 Torx Screwdriver](#) (1)
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Step 1 — Unresponsive Keyboard Keys



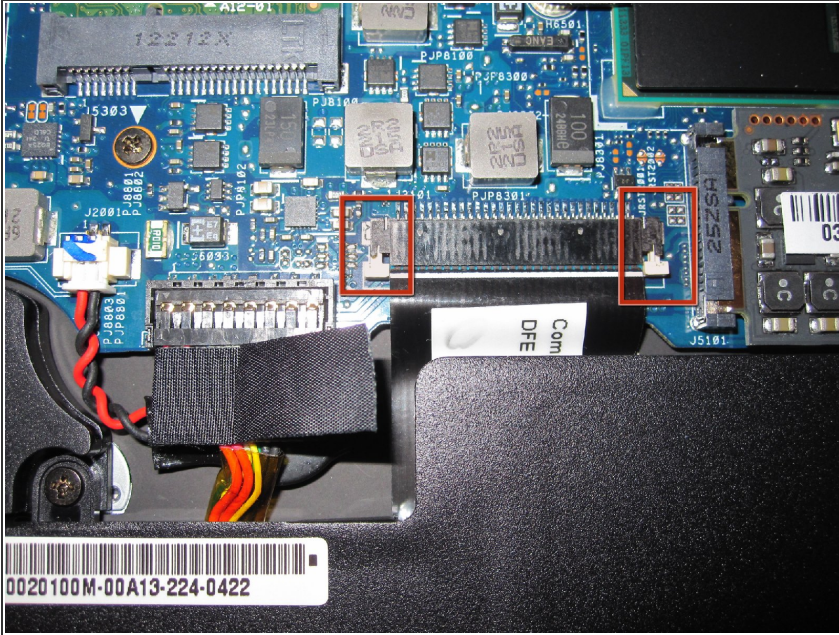
- Unscrew all 10 Torx T5 screw. Remember there are 2 screws longer than the others (marked with blue circles)

Step 2



- Remove the back cover. Don't worry, there is no warranty tape attached to the cover.
- Now locate the keyboard connector (blue rectangle). It is covered with a piece of tape which is not very adhesive. That explain why the connector unlocked itself I guess.
- You may have to remove the battery to push back the wire into the connector. Just unscrew the 3 Phillips screw (red circles). Don't worry there, still no warranty tape.

Step 3



- Remove the tape that covers the connector.
- Here on the picture you can see the connector with its two holders (red squares) unlocked. They hold the cable in the connector and they are supposed to be completely pushed onto it.
- Try to push the cable into the connector the most you can to be sure it is correctly plugged.
- Push the holders (red squares) completely into the connector.
- I suggest to put a better tape on the connector to ensure it never unlock itself again.

Screw everything back and if you've done it right, enjoy all your keyboard keys again.

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